



Winter 2003/2004



From the Deputy Assistant Secretary...

Frank Russo,
Deputy Assistant
Secretary, Office of
Corporate
Performance
Assessment

IT IS WITH GREAT PLEASURE THAT I WISH YOU a happy and prosperous new year and, with even greater excitement, I look forward to greater participation with the DOE-VPP as the Deputy Assistant Secretary for the Office of Corporate Performance Assessment.

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Although I have been formally associated with the program for only a short time, I have greatly enjoyed getting to know you as DOE-VPP champions as well as having an opportunity to get a more in-depth look at the significant role the DOE-VPP plays in ensuring the existence of an exemplary safety and health culture at our participant sites. One experience was the welcome I received from many of you at the annual DOE-VPP meeting this past September at the annual VPPPA conference in Washington, DC. There I had the opportunity to hear about many of the positive driving forces that make the DOE-VPP work. I also appreciated the concerns raised about the future of this program.

Through conversations with many of you and with my staff, I believe that the DOE-VPP can play even a greater role in improving ES&H performance at our sites in the future. DOE's Integrated Safety Management model is founded on key principles that are critical to the success of any management system. One of these principles is a robust feedback and improvement cycle. This includes critical self-assessment of day-to-day operations, processes for continuously evaluating performance data and operating experiences to identify precursors before they result in events, near misses, or worse, injuries or fatalities. In addition, corrective actions must be applied to the root cause of the incident and ensure that recurring safety problems are eliminated. I believe that DOE-VPP sites should take the lead in driving effective feedback and improvement. Managers and workers at our DOE-VPP sites are committed to

improving safety at all levels of the organization, and the highest level of safety performance is expected at those sites. Unfortunately, this is not always the case.

Deputy Secretary McSarrow recently announced the Department's Management Challenges for 2004. One of those Management Challenges is Safety. Two focus areas under this Management Challenge are directly related to the concept of feedback and continuous improvement that I would like to bring to your attention. These are to: 1) *Provide incentives to DOE contractors and Federal employees to take necessary action to fully report incidents and concerns and create an environment where workers feel free to report concerns to upper management without negative consequences. Complete and accurate safety and incident reporting should be commended and viewed as a critical element of sharing important information and eliminating future incidents.* Workers should be able to question activities that appear unsafe and report safety issues when they arise, and managers should provide positive recognition to these individuals. The other focus area is 2) *enhancement of line management oversight and contractor assurance programs (including issue and corrective action management processes) to promote effective identification and correction of deficiencies at the site level.*

I anticipate that our DOE-VPP sites will be the leaders not only in identifying and remedying potential hazards within the DOE complex, but also in advocating safety improvement at their sites. Although DOE safety performance continues to improve, many safety challenges continue to exist; for

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DOE Awards Bechtel SAIC Company VPP Star Recognition

BECHTEL SAIC COMPANY, LLC, THE management and operating contractor for the Yucca Mountain

Project in Nevada has earned the prestigious STAR award in the DOE's Voluntary Protection Program (VPP).

Bechtel SAIC was presented the award during DOE's 3rd Annual VPP meeting and awards ceremony held in conjunction with the 19th Annual Voluntary Protection Program Participants Association's Conference held in September in Washington, DC.

Bechtel SAIC is the second company in the state of Nevada to be awarded STAR status in the DOE VPP. (Wackenhut Services, Inc. Nevada

Operations was awarded STAR status in 2001.) Bechtel SAIC is re-cognized for its outstanding employee safety and health record and program.

The U.S. Department of Energy began studying Yucca Mountain, Nevada, in 1978 to determine whether it would be suitable for the nation's first long-term geologic repository for spent nuclear fuel and high-level radioactive waste. On July 23, 2002, President Bush signed House Joint Resolution 87, allowing the DOE to take the next step in establishing a safe repository in which to store our nation's nuclear waste.

For additional information about the Bechtel SAIC Company, LLC, and the Yucca Mountain Project, please visit www.bechtel.com and www.ocrwm.doe.gov/ymp/index.shtml.



Bechtel SAIC employees, from left to right: Frank Sanda, Sue Watson, Marty Rajsich, Jayne Davis, Carl Ellis

Looking Back on the 19th Annual National VPPPA Conference

WASHINGTON DC WAS THE GATHERING PLACE for 1,402 safety, health and environmental professionals at the 19th Annual National VPPPA Conference, September 8-11, 2003. This year's theme "Uniting Leaders in Safety & Health" did just that by bringing together occupational and environmental

health and safety representatives, hourly workers and managers from a range of industries, as well as government representatives. Attendees gathered in DC from all over the country to share best practices, peruse through the VPPPA Expo 03 and network with other industry leaders.

From DAS Russo (continued from page 1)

example, we are still experiencing electrical safety events at a rate of two to three per week.

Over the next year, I encourage you to share with me your thoughts and ideas on how you think DOE-VPP can further improve the Department's safety and health performance. EH wants to provide a program that is viewed as valuable by every stakeholder. We can only be successful if we are willing to assess ourselves, solicit feedback, and drive improvement.

Annual Meeting of the Membership



VPPPA Chairperson June Brothers addresses attendees during VPPPA Annual Meeting of the Membership.

THE ANNUAL MEETING OF the Membership, formerly the VPPPA Business Meeting, had one of the best turnouts in VPPPA history. This year, this important gathering of the membership was held bright and early at 9:00 am, Monday, September 8. The meeting allowed an important opportunity for members to hear about the newest initiatives of the Association, vote on per-

tinent issues and nominate individuals from the floor for VPPPA Board positions.

June Brothers, VPPPA Chairperson, reiterated the Association's commitment to deliver the most relevant, productive and rewarding membership experience for each of the Association's valued members.

"As part of our commitment to you, we have expanded our member benefits by introducing several new resources, including the online VPPPA Member Directory, VPPPA Presentation Sharing Page, Vendor Directory and the VPPPA Member Benefits Booklet," said Brothers.

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HIGHLIGHTS from the DOE-VPP Annual Meeting

THE DOE-VPP ANNUAL MEETING WAS HELD on September 9, 2003, during the 19th Annual VPPA Conference and Exposition in Washington, DC. Prior to the DOE Meeting, conference attendees had the opportunity to hear our very own Assistant Secretary, Beverly Cook, speak at the Opening General Session. Ms. Cook's comments provided the audience with a general overview of DOE and its mission. Several attendees from the private sector stopped by the DOE booth to share their comments about becoming more aware of what the DOE is all about after hearing Ms. Cook's speech. In addition to Ms. Cook, the Occupational Safety and Health Administration's (OSHA) Assistant Secretary of Labor, John L. Henshaw, spoke at the Opening General Session. This was the first time in conference history that both the OSHA and DOE (Office of Environment Safety and Health) heads addressed conference attendees.

Approximately 80 federal and contractor representatives from throughout the DOE complex attended. Highlights of the meeting included introducing Mr. Frank Russo, Deputy Assistant Secretary, Office of Corporate Performance Assessment as the new Deputy Assistant Secretary responsible for the DOE-VPP program and an open forum that gave meeting attendees the opportunity to ask Mr. Russo and Mr. David Smith questions about the direction of the VPP program as well as other VPP issues and concerns. Also on the agenda was a presentation given by Dr. Rama Sastry, (EH-31) on the DOE-VPP Annual Report, a presentation of the STAR Certificate and flag to Bechtel – Yucca Mountain Project, the latest addition to the DOE-VPP, and the annual awards ceremony.

During Mr. Russo's introduction, he briefly discussed the recent reorganization at headquarters and why VPP and other EH certification programs are now under the Quality Assurance Program headed by Mr. Chip Lagdon. Mr. Russo assured the audience that under his leadership, he will fully support the mission and goals of the DOE-VPP.

During the open forum several issues were directed to Mr. Russo and Mr. Smith. These included concerns about who will conduct final reviews, the makeup of initial onsite and tri-annual review teams, prioritizing initial reviews and recertifications, the re-establishment of the VPP working

group, and DOE's need to increase its outreach program.

The following is a summary of EH comments and responses to some of the audiences concerns submitted by Larry Musen and Noble Atkins from the Richland Field Office.

REVIEWS AND EVALUATIONS

- All final reviews of VPP applications and annual evaluations **must** be done by DOE HQ. Specifically, DOE HQ must review the application evaluation reviews (AERs) and the required yearly reports from all VPP status organizations.
- Initial evaluations for onsite reviews must be led by HQ personnel, or at least a member must be on the team evaluating the management element of the review. The rest of the team would be field personnel, a member from the local OSHA Regional VPP section, and a representative from a watch group (like the Hanford Advisory Board) should be invited. A team would be made up of 5 to 10 members with 2 (if 10) on each subject function. The local Union needs to be part of the review team.
- Trained and qualified management, labor, and DOE employees can be utilized to support the Initial VPP evaluations as well as recertifications.
- Allowing the tri-annual evaluation to be led by the DOE Site Office places the burden on the field and will result in a reduction in travel costs. DOE HQ's VPP office will have representation on the tri-annual evaluations; otherwise, the standards will eventually become compromised.
- If a contractor has several major health and safety reviews or audits (i.e., ISO 14001, ISO 9001, ISM, PAAA, EPA National Performance Track) in a short period of time and the tri-annual review is due, it is suggested that a review be conducted of all the reports and then worker involvement and Management commitment be looked at as part of the review. This would be on a case-by-case basis. This would allow the team make-up to be adjusted to the specific needs that have not been evaluated.
- Recertification needs to take priority over the initial reviews and funding should be budgeted for it.

RE-ESTABLISHING THE VPP WORKING GROUP:

- There is a need to re-establish the VPP working group into a permanent standing committee that communicates via telephone conferences at least quarterly. There is also a need to establish a working connection with the VPPA and the Federal Mediation Organization so problems can be addressed prior to becoming mired in factional bickering.
- VPP needs to endorse and encourage other certification programs for contractors. (e.g., ISO 14000 and the EPA program).
- DOE should endorse and make available to all contractors the "new" user-friendly computer program that OSHA has developed after PNNL's program for applications and re-evaluations.
- DOE needs to cut the submittals down by 50%. A working group needs to be conversing with OSHA on this electronic application so that their potential usage can develop without the pride or ownership issues developing. This will assist OSHA in getting to their goal of 8,000 VPP members.
- DOE needs to increase its outreach program and participate in more OSHA reviews. DOE also needs to meet regularly with the national OSHA people and try not to duplicate spending on similar issues so DOE can support the VPP goal of 8,000 VPP sites.
- The working group quarterly phone conferences will allow the DOE VPP points of contact to make connections and facilitate solving field issues prior to the problem becoming entrenched. For further information please contact David Smith at 301-903-4669. ■

CONGRATULATIONS

to David L.

Jackson, CIH,
CSP, of
Fluor Hanford,
Richland,
Washington. Mr.

Jackson was elected to the Board as the new Representative from a DOE-VPP site. Jackson is the first DOE-VPP site board member.





DOE-VPP STARS Recognized at 2003 Annual Meeting

THIS YEAR'S ANNUAL DEPARTMENT OF ENERGY-Voluntary Protection Program (DOE-VPP) meeting and "Star of Stars" awards ceremony were held in conjunction with the Annual National Voluntary Protection Programs Participants' Association (VPPPA) Conference. Approximately 80 DOE federal and contractor representatives attended the meeting on September 9 in Washington, DC. The VPPPA Conference was held September 8-11.

The DOE "Star of Stars" Awards Program has two categories of site-level awards: the Superior Star Award and the Star of Excellence Award. The Superior Star Award is given to those sites that have demonstrated better performance than required for Star level recognition. The Star of Excellence Award is given to those sites that have demonstrated outstanding performance compared to other DOE-VPP sites.

As part of the DOE "Star of Stars" Award Program, the DOE-VPP considers and recognizes outstanding individual performance for both contractor and Federal personnel. Awards are presented in categories recognizing federal and contractor DOE-VPP "Champions," those individuals that contribute greatly to the overall DOE-VPP effort; DOE-VPP "Outreach," those individuals contributing significantly to outreach and mentoring; and DOE-VPP "Innovation," those individuals contributing unique improvements to the program.

This year's DOE-VPP Federal Champions Awards were given to Mr. Dan Stachelski of West Valley Demonstration Project and Mr. David Smith, Office of Health, Quality Assurance Programs (Headquarters). The 2003 DOE-VPP Contractor Champions were Mr. Ron Oak, Hanford Atomic Materials Technologies Company and Don Fitzpatrick of Honeywell Kansas City Plant. The Outreach award was awarded to Mr.

Terry Shaw from the West Valley Nuclear Services Company. Special Achievement Awards were given to Mr. William C. Gibson, Jr. from the Strategic Petroleum Reserves and Mr. Harry Pettengill, Director, Office of Health Studies (Headquarters) and formerly office director for the Office of Corporate Programs.

Once again, congratulations to the 2003 awards recipients. For more information on the DOE-VPP Star of Stars Awards Program, or if you would like to make nominations for next years recipients, please contact Carlos Coffman at 301-903-6493.

STAR OF EXCELLENCE

<i>SITE</i>	<i>CONTRACTOR</i>
Hanford Fast Flux Test Facility Volpentest HAMMER Training and Education Center Central Plateau Remediation Project	Fluor Hanford, Inc.
Idaho National Engineering and Environmental Laboratory	Bechtel BXWT
Kansas City Plant	Honeywell Federal Manufacturing and Technologies
Strategic Petroleum Reserve Big Hill Site Bryan Mound West Hackberry	DynMcDermott Petroleum Operations Company, Inc.
West Valley Demonstration Project	West Valley Nuclear Services Company
Westinghouse Savannah River Site	Westinghouse Savannah River Company

SUPERIOR STAR

<i>SITE</i>	<i>CONTRACTOR</i>
Fluor Closure Project	Fluor Fernald, Inc.
Hanford Fluor Federal Services Day & Zimmermann Protection Technology Hanford Plutonium Finishing Plant Hanford Site Operations	Fluor Hanford, Inc.
Pacific Northwest National Laboratory	Battelle Memorial Institute
Strategic Petroleum Reserve Bayou Choctaw	DynMcDermott Petroleum Operations Company, Inc.



General Sessions

Brothers also highlighted the successes of VPPPA's educational events, including the VPPPA regional conferences and workshops. Regional conferences experienced a combined increase of 13 percent in 2003 over 2002. The VPP Application Workshop® and Strengthening Star Quality Workshop showed increased participation in 2003 over the past few years. There was an average of 46 attendees at VPP Application Workshops. Strengthening Star Quality workshops had an increase of almost 100 percent, from an average of 22 in 2002 to 40 participants in 2003.

"During these uncertain times, it is encouraging to see your attendance and support at our national and regional events," said Brothers.

Cindy Mahoney, VPPPA Bylaws Committee Chair, discussed the general "clean-up" of the VPPPA Bylaws and called for a vote to expand the National Board. The membership voted and passed an amendment to the Bylaws that expanded the VPPPA National Board of Directors by two positions over the next two years. This expansion includes one representative from a Department of Energy (DOE)-VPP member worksite, voted in during the meeting, and one representative from a contractor/construction site eligible to be voted in during the 20th Annual National VPPPA Conference in 2004.

David L. Jackson, CIH, CSP, of Fluor Hanford, Richland, WA, was elected to the Board as the new Representative from a DOE-VPP site. Jackson was nominated from the floor shortly after the position was created.

The meeting was concluded when June Brothers, VPPPA Chairperson, announced the winner of the futuristic stereo, a door prize donated by the VPPPA Affiliate member Banana Splitz.

FOR THE FIRST TIME IN VPPPA HISTORY, THE Opening General Session featured the heads of both the Occupational Safety and Health Administration (OSHA) and the Department of Energy (DOE). OSHA's Assistant Secretary of Labor John L. Henshaw and DOE's Assistant Secretary of Energy, Environment, Safety and Health Beverly A. Cook addressed one of the highest attended Opening General Sessions (related story on page 24). The featured keynote speaker Chairman of the Board and CEO, Valero Energy Corporation, William E. Greehey also gave a very motivating and energetic speech (related story on page 23).

The Closing General Session, sponsored by Marathon Ashland Petroleum, LLC, began with a crash as "The World's Worst Waiter Don Pryor" dropped trays full of food, sipped on patrons' orange juice, ate off their plates and answered his cell phone.

The Regional Administrator from New England Martha Kent took giving a helping hand to a new level as she was asked to gather plates from fellow table mates.

Others found Don's service to be a bit too close for comfort, and few knew what to do with their waiter's antics. After a witty banter from the stage with the waiter, VPPPA National Board Director-at-Large Mike Guillory revealed that it was all in fun.

Martha Kent helping save the reputation of The World's Worst Waiter, Don Pryor



After a good breakfast and a few laughs, the Opening General Session featured Mike McCulley from Cape Canaveral, former Astronaut and current Executive Vice President and Chief Operating Officer of United Space Alliance (related story on page 25). Monsanto Company, who sponsored McCulley, showed support though their attendance and all appeared in matching shirts. All attendees received a USA ballpoint pen as they entered the session, a gift from Monsanto Company.

Workshops

THIS YEAR, THE VPPPA HOSTED 74 workshops, providing a platform for attendees to learn from and network with one another. According to the VPPPA National Board of Directors Conference Planning Committee Chair Robert Henson, the focus of this year's Conference Planning Committee was to select a broad range of timely, fresh workshops. "The committee worked hard to select unique and advanced level workshops on safety and health topics, as well those touching on the critical issues of today," said Henson.

Workshops ranged from Crisis Media Management, Employee Involvement 101 and How to Be a Good Mentor to John Drebing: Communication to Motivate! VPP site representatives looking to re-energize their employees could learn how to "spark up" their safety and health training and sites learned that size doesn't matter at VPP for small business.

For the first time, the 90 minute workshops were placed into categorical tracks to help attendees plan their daily conference schedule. Distinguishing Behavior-Based Safety, Employee Involvement/Management Commitment, Hazard Prevention and Control and Worksite, to name a few, these tracks helped attendees quickly identify the general topic of each session.

VPPPA National Board of Directors Mentoring Committee Co-Chair Rick Brown presents at How to Be a Good Mentor



VPPPA Expo 03

THE VPPPA EXPO, HELD ANNUALLY IN conjunction with the VPPPA Annual National Conference, gives attendees the ability to see the newest safety and health products and services. According to Adele McCormack, VPPPA Conference and Education Director, "the expo adds value to the national conference, by allowing attendees the ability to network with a diverse showing of the latest safety and health products and services." This year, the VPPPA welcomed 14 companies that have never before exhibited at the national conference in addition to the many companies that have supported the Association over the years.

Wendy Williams, Impax Marketing Group, has been involved with the Association since 1985. Wendy remembers a time when the conference's attendance was less than 100 participants and is happy to see its growth into the thousands.

Wendy continues to support the VPPPA because she passionately believes in the Association's mission and enjoys the camaraderie at the conference. "It's not just business, it's personal," said Wendy. "I am really happy and proud to be a part of the VPPPA conference and the VPPPA family."

The grand opening of the VPPPA Expo 03 was kicked-off with the Around the World Reception on Monday, Sept. 8. At the reception, food stations were located around the exhibit floor with a taste of different cuisines from across the globe. Attendees were able to network with one another and discuss leading edge technologies, the newest products and programs with the leaders within these industries. *Yehunie Belay*, an authentic Ethiopian folk band preformed as dancers entertained on-lookers. The experience was a first in VPPPA conference history.



Yehunie Belay performs during the Around the World Reception

This article was written by Adam Pawlus, the Communications and Outreach Manager at VPPPA, and appears in the latest issue of the The Leader. To read the complete article please visit the VPPPA website at www.vpppa.org. The Leader is the official magazine of the VPPPA. Inside, readers can find articles on the latest regulatory developments in the field of occupational safety and health, safety and health best practices, Association activities, educational and networking opportunities, and the latest VPP approvals.

Safety Tips When Using Your Cell Phone

When driving your car, allow voice mail to handle incoming calls and return them at your convenience.

Be aware of all applicable laws concerning the use of cell phones. Some cities or states may not allow the use of headsets, while others may require hands-free use.



WASHINGTON DC CITY COUNCIL SEEKS BAN ON HAND-HELD CELLULAR PHONE USE WHILE DRIVING. If recent legislation is signed into law by DC Mayor Anthony Williams and not vetoed by Congress, use of a hand held cellular phone without a hands-free device will be illegal starting July 1, 2004. Motorists could face a \$100.00 fine.

VPPPA

**DO YOU HAVE
INFORMATION THAT WILL
HELP YOUR PEERS FACE
THE CHALLENGES OF
ACHIEVING OR MAINTAINING
EXCELLENCE IN
OCCUPATIONAL SAFETY AND
HEALTH AND
ENVIRONMENTAL
PRACTICES?**

If so, the Voluntary Protection Programs Participants' Association is moving forward with plans for the 20th Annual National VPPPA Conference and can use your help.

The 2004 VPPPA Conference Planning Committee encourages you to submit a workshop proposal. The Committee will look favorably on new, value-added, and advanced topics. If you are interested in providing a 60-minute workshop(s), eight-hour Skill Builder Workshop, and/or a four-hour Members-only Workshop, please complete and return a Call for Workshop Proposals Form(s) by the January 16, 2004 deadline.

Please visit the VPPPA website: www.vpppa.org for more information.

Businesses Pay \$1 Billion per Week for Workplace Injuries

NEW STUDY REVEALS FINANCIAL BURDEN OF WORKPLACE

Injuries Growing Faster than Inflation-October 23, 2003

WHILE AMERICAN WORKPLACES ARE becoming safer, the cost of on-the-job injuries continues to rise, according to the findings of the latest Liberty Mutual Workplace Safety Index announced today.

"Managing the significant and growing cost of workplace injuries is a critical challenge facing all companies, regardless of size, industry and location," notes Brian Melas, a senior vice president of commercial insurance at Liberty Mutual. "Improving workplace safety is key to managing this nearly \$1 billion per week impact - prevent the injury, avoid the associated costs. For example, Hard Rock Café's U.S. operation saved almost \$400,000 in 2001 and 2002 by reducing workplace injuries at a faster rate than the restaurant industry as a whole."

The Workplace Safety Index ranks the leading causes of serious on-the-job injuries - those resulting in an employee missing six or more days from work - based on direct costs - payments to injured employees and their medical care providers. The Safety Index can help companies focus their safety efforts by highlighting the causes of the most expensive workplace injuries.

FINDINGS - Cost going up, number of accidents coming down

Significant findings from the latest Workplace Safety Index include:

The financial burden of serious work-related injuries and illnesses grew to \$45.8 billion in 2001 from \$44.2 billion in 2000. This cost grew 13.5 percent between 1998 and 2001, or 4 percent after adjusting for inflation in medical and wage benefits.

The frequency of serious work-related injuries fell 6 percent between 2000 and 2001, the largest single decline in the four years of the Workplace Safety Index. The number of injuries fell 1.3 percent between

The top 10 causes of workplace injuries in 2001 were:

INJURY CAUSE	COST	% TOTAL COST
Overexertion	12.5B	27.3%
Falls on Same Level	\$5.7B	12.6%
Bodily Reaction	\$4.7B	10.2%
Falls To Lower Level	\$4.1B	9.0%
Struck by Object	\$3.9B	8.6%
Repetitive Motion	\$6.3B	6.3%
Highway Incident	\$2.3B	5.1%
Struck Against Object	\$1.9B	4.1%
Caught in, Compressed by	\$1.7B	3.7%
Assaults & Violent Acts	\$0.4B	1.0%

The top three injury causes (Overexertion, Falls on Same Level and Bodily Reaction):

- Are the fastest growing of all injury causes, with the cost of each rising 10.7 percent, 17.2 percent and 13.7 percent, respectively, faster than inflation between 1998 and 2001; and
- Represent 50.1 percent of the total costs of serious workplace injuries in 2001, costing about \$23 billion a year or \$450 million a week.

1999 and 2000, and grew 0.2 percent between 1998 and 1999. There were fewer, but more expensive serious work-related injuries in 2001, one reason the total cost of injuries did not decline despite the 6 percent drop in frequency.

IMPACT - Protecting workers pays off !

"The latest Index findings tell employers to expand their efforts to address the fastest growing causes of work-related injuries - Overexertion, Falls on Same Level and Bodily Reaction," notes Karl Jacobson, a senior vice president of loss prevention with Liberty Mutual. "This is where there is real potential to get at the benefits of a safer workplace - protecting employees and avoiding the financial impact of on-the-job injuries."

More information on the latest Workplace Safety Index findings, tips on how employers can prevent the leading causes of workplace injuries, and case studies showing how companies improved safety and the benefits they received, are available at www.libertymutual.com.

METHODOLOGY - Seeing the forest

The Liberty Mutual Research Institute for Safety prepares the annual Liberty Mutual Workplace Safety Index as part of its ongoing efforts to help employers better protect workers and manage the total cost of risk.

The current Workplace Safety Index is based on data from 2001, the latest year for which data is available, and tracks performance since 1998.

(continued on page 9)

In developing the Index, researchers apply Liberty Mutual 2001 workers compensation claims cost to the workplace injury frequency information reported by the federal Bureau of Labor Statistics for injuries occurring that year. To provide a broader perspective, the relative proportions of each injury type are applied to the national estimates of the cost of workers compensation benefits from the National Academy of Social Insurance, which includes information from a broad range of workers compensation insurance providers.

About Liberty Mutual

Boston-based Liberty Mutual Group is a diversified international group of insurance companies and one of the largest multi-line insurers in the North American property and casualty industry. The group has \$14.5 billion in consolidated revenue and ranks 129th among the Fortune 500 largest corporations in the United States. The A.M. Best Company has rated Liberty Mutual "A" (Excellent).

Liberty Mutual has been the leading private provider of workers compensation insurance, programs and services in the United States for more than 65 years. It also

provides a wide range of products and services, including: general liability, commercial auto and business property; group disability and life; private passenger auto and homeowners insurance; integrated disability management; individual life insurance and annuities; structured settlements; and international programs.

Liberty Mutual Group employs more than 37,000 people in more than 900 offices throughout the world. The company's web site address is:

www.libertymutual.com.

CONTACT: Richard Angevine
Liberty Mutual
(617) 574-6638

Accident/Incident Investigation



Tips and Tools



ALL TOO OFTEN IN THE TYPICAL ORGANIZATION, you'll hear people griping about doing another accident investigation. What a pain! Get it done any way you can! Strange, isn't it? If your safety and health program works and you get to zero accidents, you don't have to do investigations. But, until you get there, investigations open a great window into the culture and nature of the organizations and give you a clear look into why things are going wrong. And, in case you hadn't noticed, an accident is a thing gone wrong.

First, let's be clear on the purpose of accident investigations. This is a positive process! Our intent is prevention and correction. We're trying to change the culture! It is never blame! In business and industry, blame is counter-productive. Sure, criminal investigations and insurance companies need to find blame; that's how charges are assessed. But, that's not the case in the workplace.

Next, let's consider what accidents we need to investigate. If they are to serve their purpose, you've got to know about them. As a general rule, you should investigate:

- All injuries, even the very minor ones.
- All accidents with potential for injury.
- Property damage, product damage, and "near miss" situations so you can consider the root causes.
- Every injury or illness entered on the OSHA Injury and Illness Log.

How the investigation is conducted is a matter of company policy and assigned responsibility. Some companies call an accident investigation team for every incident. In others, the safety director does the investigation. Sometimes, several people do an independent examination of the circumstances and all make entries on the investigation form. However it's done, two people really must be involved if at all possible. One is the injured or impacted employee. He or she can clear up a lot of confusion by telling what happened and why it occurred.

The other person who needs to be involved is the supervisor or team leader. He or she should be accountable for accidents in his/her area, hopefully

knows the situation and the people best, has a personal interest in cause identification, can take immediate corrective action, and needs this opportunity to show leadership.

Much is available on how to conduct an investigation, but remember to preserve the physical environment and records. You'll need these for more complex investigations.

As for the report form, a wide variety are available from vendors and others. Pick what works. Again, a couple of tips are pertinent here. First, use the report for prevention. Don't hide it! Second, do not allow anyone to include the words "I told the person to be more careful" under corrective action. They finger the injured individual, leave the solution totally up to him or her, and show that you don't have a clue how to deal with the situation.

Please see DOE Order 225.1A for requirements for conducting investigations of certain accidents at DOE operations and sites. For more information on accident/incident investigation tips and tools visit the OSHA website at www.osha.gov.

Hanford Site Stars Shine Once Again

THE HANFORD HEALTH AND SAFETY EXPOSITION Team was the recipient of this year's VPPAs annual Safety and Health Outreach Award. The team was honored for their community outreach activities involved with the annual Hanford Health and Safety Exposition. The Hanford Health and Safety Exposition is a community outreach effort between the Department of Energy and Hanford Site contractors that has proven itself to be a much anticipated annual event in Pasco, Washington. The annual event, which boasts having reached over 100,000 attendees from its start 9 years ago, drew more than 30,000 residents and site employees in 2003 from Pasco, Richland and Kennewick, Washington.

Through exhibits, Hanford employees have the opportunity to share with the community how they are contributing to the improvement of the safety and health environment at the site as well as provide first hand knowledge about some of their day-to-day work activities. Vendors are given the opportunity to exhibit and demonstrate their safety and health products and equipment. In addition, the local police offer vehicle driving and bicycling safety tips and police-dog demonstrations. A host of other health and safety exhibitors are also involved covering a wide range of topics and community issues.

The 2004 Health and Safety Exposition will take place during the last weekend of April at the Trade Recreation Agricultural Center in Pasco, Washington. The event is free and open to the public. For more information on the expo please visit: www.Hanford.gov/safety/expo.html.

Also, during the 2003 Awards Ceremony at the VPPPA National Conference, the Fluor Hanford Automated Job Hazard Analysis (AJHA) Team received the 2003 VPP Innovation Award. The Innovation Award is given in recognition for the development and successful implementation of a true innovation. Miles Jaeger, AJHA Program Administrator, and Mark Hermanson, AJHA Systems Analyst, were present to receive the award. They also demonstrated the AJHA system during the conference expo. The AJHA integrates the knowledge of site workers, subject matter experts and the principles and requirements established in standards, regulations and publications, using a Web-based technology.

If you would like additional information on the AJHA System, a Power Point slide show with narration exists on the Hanford VPP Home Page at:

<http://www.hanford.gov/safety/vpp/vppage.htm> and takes approximately ten minutes to view. You may also contact Miles Jaeger at 509-372-3576 or email him at Miles_B_Jaeger@rl.gov. ■

? ? What Is This Behavior Stuff At DOE?

by Dan Marsick

DOE SITES ARE EMPLOYING A GROWING number of behavioral safety approaches, each with its own specific orientation and techniques. Supervisors make observations at Argonne National Laboratory, whereas at Los Alamos National Laboratory, the employees observe each other. Within DOE, behavior-based safety (BBS), a behavioral approach, has been instituted at sites such as the Savannah River Site, Pantex, the Strategic Petroleum Reserve, and national laboratories such as Los Alamos National Laboratory, Idaho National Engineering and Environmental Laboratory, and Lawrence Berkeley National Laboratory. In all cases, implementing the behavioral safety process has led to an increase in safe behaviors and a decrease in overall safety incidents over time.

Over the years, DOE has had a good safety record, as compared with much of the related industries. There is still concern, after the implementation of engineering controls and management systems, about the "plateauing" in the number of injuries and illnesses within the DOE complex. As shown by the incident data in DOE's Occurrence Reporting Processing System, personnel error from all sources is present in over 77% of all occurrences. Anecdotal evidence also exists to indicate that measurement of "percentage or safe behaviors" is predictive. In other cases, the changes in the rate were acted upon, stopping the unsafe trend. Within this context, several DOE sites have looked to behavioral approaches to reduce the human error aspects of safety.

All behavioral processes typically have four major components: (1) investigation of the antecedents to at-risk behavior, (2) the observation process, (3) action plans to influence at-risk behaviors and conditions, and (4) feedback. More on these in the next installment.

OSHA VPP Flag gets new look!

**STAR
WORKSITE**

VPP

Partners in Safety and Health
OSHA – Management – Labor

Worker Applied Safety Program (WASP)

Workers Caring About Workers at the Idaho National Engineering and Environmental Laboratory (INEEL)

THE WORKER APPLIED SAFETY PROGRAM (WASP) is a process at the Idaho National Engineering and Environmental Laboratory (INEEL) in which employees routinely observe one another while performing work tasks. The most important aspect of WASP is that it is a worker-driven program made up of employees from all the facilities and crafts throughout the INEEL. WASP gives every employee the opportunity to show that “we care about each other’s safety, and that we can and do work safely.” **The key purpose of the process is to decrease injuries/illnesses by increasing safe behavior and decreasing at-risk behavior.** Checklists guide the observer to observe target behaviors. The observer provides feedback to the observee, noting both safe and at-risk behaviors. The observation checklists are collected and compiled into a database that is utilized to graphically portray % safe behaviors. The data is analyzed to identify at-risk behaviors, and then interventions are implemented resulting in positive change. Worker involvement is making a difference and is absolutely essential in maintaining a successful program of safety excellence. **“I participate in WASP because I Care!”**

Background

The implementation of the Total Safety Culture (TSC) in 1993 is the basis for the behavior-based safety improvement process at INEEL. The philosophy of *Actively Caring* and focusing on behaviors was initiated at that time in several operating organizations.

What is WASP?

WASP is the formalized observation and feedback process of the Total Safety Culture. It was developed by and is currently administered by a group of employees, the WASP committee. WASP is one avenue of employee involvement within the Voluntary Protection Program (VPP) and Integrated Safety Management (ISM).

What is the purpose of WASP?

The purpose of WASP is to reduce and/or eliminate at-risk behaviors and increase safe behaviors, thus

providing employees an avenue for impacting the safety process. The focus is on *behaviors*, and generally not on physical conditions in the workplace. It is employees observing the behavior(s) of peers in the workplace. The WASP team uses specific behavioral tools and techniques to accomplish their purpose. These tools and techniques are proven based upon years of safety and behavioral research.

What are some of the general mechanics of performing a WASP observation?

Conducting an observation should take 5 minutes or less. The observer must determine which checklist he/she would like to use. The checklists can be obtained from the WASP boxes or from the WASP homepage. Once you have the checklist in hand, the observee decides “who” will be observed. It is best to select a peer in your immediate work area. ***Is the filling out of the checklist the primary reason for conducting the observation?*** The answer is no. **The ultimate goal in performing an observation is to establish communications between workers (one-on-one feedback), correcting at-risk behavior and encouraging safe behaviors.** A secondary goal is to collect and later analyze the data from the checklist. ***Is it mandatory to ask permission when observing someone?*** Not always, however, if the observee is not communicating with the person being observed, then the primary purpose of the observation is not being accomplished. ***Can you observe yourself?*** Yes you can. If fact, self-observations are strongly encouraged. Self-talk can be effective in these circumstances. Once an observation is completed and feedback provided, the checklist is placed in the WASP box or mailed to the area WASP representative.

What happens to the completed Checklists?

As noted above, the completed checklists are placed in a WASP box by the observer. Periodically, the local WASP representative collects all the checklists, and the data, including comments, are entered into the WASP database. The WASP committee then analyzes the data. The WASP representatives are able to access the database and produce the following area-specific reports:



The image shows a stack of six WASP checklists, each with a different colored header: Slips and Falls Checklist (orange), General Purpose Checklist (yellow), Lifting Checklist (light orange), Sprains and Strains Checklist (light yellow), Ergonomics Checklist (pale yellow), and Computer Workstation Checklist (very pale yellow). Each checklist is a form with various sections for observation details, a list of behaviors to observe, and a space for comments.

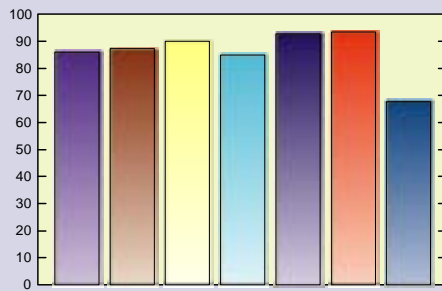
(Continued on page 12)

Example of a Percent Safe Details Bar Chart

PerCent Safe Details Computer Workstation (MSD's)

Time frame: 01/01/2003 to 04/01/2003

Area: WCB



- Mouse and keyboard at same level
- Wrists in neutral position
- Wrists not resting on sharp surface or edge
- Frequent rest breaks
- Performs stretches that include hands, arms, wrists and fingers
- Lower back supported in chair
- Monitor display at eye level (may be lower for those with bifocals)

WASP (continued from page 11)

- Number of observations conducted within an area, by week, by month, and by year.
- Behavior % Safe charts, by week, by month, and by year.
- Ranking and number of at-risk behaviors from the checklists.
- Listing of the checklist comments over a specified period of time.

Is there a requirement for employees to perform WASP observations?

There is **not** a requirement to conduct WASP observations, but employees are encouraged to do so and may select to perform observations as one of their annual safety and health goals.

How do you earn a WASP jacket, T-shirt or hat?

Each month the WASP committee conducts a drawing from the names of those employees who have submitted a WASP observation during the month.

There is a monthly WASP quiz on the WASP homepage and participation in that activity also places a person in the running for one of these coveted recognition items.

Star Sites as of December 2003:

Idaho:	Idaho National Engineering and Environmental Laboratory (INEEL) – Bechtel BWXT, Idaho, LLC
Louisiana:	Bayou Choctaw Site – DynMcDermott Petroleum Operations Company, Inc. West Hackberry Site – DynMcDermott Petroleum Operations Company, Inc.
Missouri:	Kansas City Plant – Honeywell Federal Manufacturing and Technologies, LLC
Nevada:	Yucca Mountain Project – Bechtel SAIC Company, LLC Nevada Security Operations – Wackenhut Services, Inc. – Nevada
New Mexico:	Waste Isolation Pilot Plant (WIPP) – Washington TRU Solutions, LLC
New York:	West Valley Demonstration Project – West Valley Nuclear Services Company
Ohio:	Fernald Closure Project (FCP) – Fluor Fernald, Inc.
South Carolina:	Savannah River Site – Westinghouse Savannah River Company
Texas:	Big Hill Site – DynMcDermott Petroleum Operations Company, Inc. Bryan Mound Site – DynMcDermott Petroleum Operations Company, Inc.
Washington:	Central Plateau Remediation Project (CPRP) – Fluor Hanford, Inc. Day & Zimmerman Protection Technology Hanford (PTH) – Fluor Hanford, Inc. Fast Flux Test Facility (FFTF) – Fluor Hanford, Inc. Fluor Federal Services (FFS) – Fluor Hanford, Inc. Plutonium Finishing Plant (PFP) Fluor Hanford, Inc. HAMMER Training and Education Center – Fluor Hanford, Inc. Pacific Northwest National Laboratory (PNNL) – Batelle Memorial Institute Hanford Site Operations (HSO) – Fluor Hanford, Inc.

Upcoming Events

Event	Date
VPP Application Workshop (Workshop conducted by TEEX) Cox Convention Center, Oklahoma City, OK Hotel Reservations: (405) 228-8000	March 8, 2004
VPP Application Workshop (Workshop conducted by TEEX) Cox Convention Center, Oklahoma City, OK Hotel Reservations: (405) 228-8000	March 9, 2004
VPPPA Board Conference Call	March 9, 2004 2PM EST -
Region VI VPPPA Chapter Conference (For conference info call Debra Carlisle) Tel: (409) 942-3349 E-mail: dcarlisl@sterlingchemical.com Web site: http://www.regionvivpp.org Cox Convention Center, Oklahoma City, OK Hotel Reservations: (405) 228-8000	March 10, 2004 - March 12, 2004
Region V VPPPA Chapter Conference (For conference info call Ron Mauermann) Tel: (920) 438-2313 E-mail: ronald.mauermann@gapac.com Hyatt Regency Chicago, Chicago, IL Hotel Reservations: (312) 565-1234	April 27, 2004 - April 28, 2004

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Article submission and feedback to the e-VPP StarBurst may be sent to Carlos Coffman, DOE, EH-31, at carlos.coffman@eh.doe.gov, or call 301-903-6493.

Did You Know??

Approximately 35,000 employees work at DOE-VPP sites.